
Introducing *Availity AuthAI* (Formerly Olive) for Radiology, Hip and Knee, and Musculoskeletal Utilization Management

Last year, we made several changes to our Utilization Management (UM) process for radiology, hip and knee, and musculoskeletal services to better support the needs of our Commercial and Medicare Advantage members. We partnered with Olive Technology – an artificial intelligence platform supporting health care automation – to process pre-service authorization requests through Availity^{®1}.

Earlier this year, [Availity](#) acquired Olive's UM Solution and Business Unit. As a result, **starting August 27, 2023**, the name and look of the *Olive* tile will change to ***Availity AuthAI***.

What You Need to Know

- Although the tile – now called *Availity AuthAI* – will look different, the **process, functionality, and user experience will remain the same**.
- The *Availity AuthAI* tile will be located in Availity under **Applications** in the Florida Blue Payer Space. This is where you will go to start or check on the status of an authorization request.
- You will still submit pre-service radiology, hip and knee, and musculoskeletal authorization requests electronically via Availity, now using the *Availity AuthAI* tile.
- The branding and color scheme of the application will be updated to *Availity AuthAI*.

This change will apply to all Florida Blue Commercial and Medicare Advantage health plans **except** the Federal Employee Program[®].

You may continue to appeal pre-service and post-service review decisions through Florida Blue's standard appeal process.

For more information and a detailed list of procedures that are part of our Radiology, Hip and Knee, and Musculoskeletal UM programs, please refer to the [Manual for Physicians and Providers](#) at FloridaBlue.com/Providers. Note: Emergency room, observation and inpatient imaging procedures **do not** require prior authorization.

¹Availity, LLC is a multi-payer joint company venture company. For more information, visit Availity.com. Florida Blue and Florida Blue Medicare are Independent Licensees of the Blue Cross and Blue Shield Association.